

Halbutt Street Medical Practice

Inspection report


2 Halbutt Street
Dagenham
RM9 5AS
Tel: 02085921544

Date of inspection visit: 29 July 2021
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This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

Ratings


Overall rating for this location **Good** 

Are services safe? **Requires Improvement** 

Are services effective? **Good** 

Are services caring? **Good** 

Are services responsive to people's needs? **Good** 

Are services well-led? **Good** 

Overall summary

We carried out an announced inspection at Halbutt Street Medical Practice on 29 July 2021. Overall, the practice is rated as Good.

Set out the ratings for each key question

Safe - Requires Improvement

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 26 June 2019, the practice was rated Requires Improvement overall and for all key questions except Well-led, which was rated as Good.

The full reports for previous inspections can be found by selecting the 'all reports' link for Halbutt Street Medical Practice on our website at www.cqc.org.uk

Why we carried out this inspection:

This inspection was a comprehensive inspection to follow up on the areas identified as requiring improvement at our last inspection. At the previous inspection on 26 June 2019, Halbutt Street Medical Practice was issued two Requirement Notices for the breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. These were regarding Safe care and treatment as the practice did not always manage safety alerts appropriately and Regulation 17 regarding Good governance as the practice did not always have clear and effective processes for managing risks, issues and performance.

As a comprehensive inspection, all five key questions were reviewed to ensure that appropriate action had been taken by the provider, to meet the fundamental standards of health and social care.

How we carried out the inspection:

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider

Overall summary

- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We have rated this practice as Good overall but Requires Improvement in Safe, and Good for all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm. Where the interruption of services in the pandemic had impacted the delivery of care and treatment, the practice responded quickly, took action and embedded new processes to mitigate further risk.
- Although the practice was responsive and established new processes, these had not had sufficient time to embed and demonstrate sustained improvement.
- Patients received effective care and treatment that met their needs.
- Staff treated with patients with respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. However, access to the practice by telephone was an identified area of challenge.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

We found one breach of regulation. The provider **must**:

- Provide safe care and treatment for patients and continue to embed systems and processes to mitigate risk.

Additionally, the provider **should**:

- Continue to review and improve telephone access and appointment availability at the practice.
- Continue to review and improve patient take up of childhood immunisations and cervical screening.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Halbutt Street Medical Practice

Halbutt Street Medical Practice is located in Dagenham at:

2 Halbutt Street

Dagenham

Essex

RM9 5AS

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, surgical procedures and treatment of disease, disorder or injury.

The practice is situated within the North East London Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 6630. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices.

Information published by Public Health England shows that deprivation within the practice population group is in the second lowest decile (two of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 68% White, 19% Black, 8% Asian, 4% Mixed, and 1% Other.

There is a team of five GPs who provide cover at the practice. Two of the GPs are partners, with a third partner in process of being added to their CQC registration. Two of the GPs are long-term locums. There are 22 GP sessions offered at the practice each week. The practice has a team of one full-time and one part-time nurses who provide 10 sessions per week. The GPs are supported at the practice by a team of reception/administration staff. There has been an absence of a practice manager for six months, until June 2021, when a manager from a buddy practice started to cover at the practice. She is based between Halbutt Street Medical Practice and the buddy practice and provides managerial input and oversight.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a consultation in the practice.

Extended access is provided locally by the hub, where late evening and weekend appointments are available. Out of hours services are provided by PELC.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment
Family planning services	Regulation 12(1) HSCA (RA) Regulations 2014 Safe Care and Treatment
Surgical procedures	How the regulation was not being met: The provider must continue to do all that is practicable to mitigate risks to patients by providing care and treatment in a safe way, in particular, ensuring systems to review patients in a timely way are embedded and monitored; test results obtained at a secondary service are recorded as seen prior to re-prescribing medicine and improvements to identify and provide care and treatment for patients with diabetes are embedded and monitored.
Treatment of disease, disorder or injury	This was in breach of Regulation 12(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.